

WHAT IS CLAIMED IS:

1. A method for call center processing, the method comprising:
providing a call center system, wherein the call center system includes:
a business object function, wherein the business object function is
5 implemented in a script language; and
a communication layer;
receiving a data set;
applying the business object function to the data set, wherein the business object
function creates a business object;
10 applying the communication layer to the business object, wherein the business
object is converted to an XML string; and
transmitting the XML string to a server, wherein a remote function is applied to
the XML string.

2. The method of claim 1, wherein the business object is a first business
15 object, wherein the XML string is a first XML string, and wherein the method further
comprises:

receiving the second XML string, wherein the second XML string represents the
first business object after application of the remote function; and
converting the second XML string to a second business object.

20 3. The method of claim 2, wherein the distributed access system further
includes a renderer, and wherein the method further comprises:
providing the second business object to the renderer; and
rendering and displaying the second business object.

4. The method of claim 3, wherein the renderer is an incremental renderer.

25 5. The method of claim 1, wherein the business object function is selected
from a group consisting of: an order entry, a customer, an item, an order fulfillment, and
an order status.

6. The method of claim 1, wherein the remote function is selected from a
group consisting of: an order status update, an order fulfillment, a premium fulfillment, and
30 a marketing access.

7. The method of claim 1, wherein the method further comprises:
requesting the business object function; and
receiving the business object function via the Internet.

8. A system for call center processing in a distributed environment, the method comprising:

a distributed access system, wherein the distributed access system includes:

a renderer;

5 a business object function, wherein the business object function is operable to form a business object based on an information input, and wherein the business object function is implemented in a script language; and

a communication layer, wherein the communication layer is operable to form the business object into an XML string.

10 9. The system of claim 8, wherein the XML string is a first XML string, and wherein the communication layer is further operable to:

distribute the first XML string to a remote server, wherein the remote server performs a remote function; and

15 receive a second XML string, wherein the second XML string represents the first XML string after application of the remote function.

10. The system of claim 9, wherein the business object is a first business object, and wherein the business object function is operable to:

receive the second XML string from the communication layer,

convert the second XML string to a second business object.

20 11. The system of claim 10, wherein the renderer is operable to render the second business object for display.

12. A method for call center processing, the method comprising:

providing a call center application, wherein the call center application is executable within a Internet browser environment;

25 receiving an access request, wherein the access request is received via the Internet browser environment, wherein the access request indicates a class of activities; and

based at least in part on the request, distributing a business object function, wherein the business object function performs a function within the class of activities, wherein the business object is accessible via the call center application, and wherein the
30 business object function is executable within the Internet browser environment.

13. The method of claim 12, wherein the method further includes:

receiving a business object XML string, wherein the business object XML string is an XML string representation of a business object generated by the business object function.

5 14. The method of claim 13, wherein the business object XML string is a first business object XML string, and wherein the method further includes:

performing a remote function on the first business object XML string, wherein the function provides a business object output; and

10 transmitting the business object output as a second business object XML string to the Internet environment.

15 15. The method of claim 14, wherein the remote function is selected from a group consisting of: an order status update, an order fulfilment, a premium fulfilment, a marketing access.

16 16. The method of claim 12, wherein the class of activities includes an order entry class of activities.

17. The method of claim 16, wherein order entry class of activities includes a business object function selected from a group consisting of: a product information display, a product comparison display, a tax calculation, a shipping calculation, a delivery specification, a customer detail function, and a custom product specification.

20 18. The method of claim 12, wherein the business object function is implemented in a script language.

19. The method of claim 18, wherein the script language is a Jscript language.

20. The method of claim 18, wherein the method further includes:

25 converting the business object from script language to an XML string for transmission to the Internet browser environment.